



Update on Department of Energy & Environment (DOEE) Operating Status during COVID-19 Emergency **As of April 2, 2020**

What is our operating status?

Along with the rest of District government, DOEE remains operational. All staff are working remotely, except in limited cases.

How does this impact what we do?

- Permitting – reduced schedule/modified service. Most DOEE-issued permit applications are available online at our website, doee.dc.gov.
- Energy Assistance – reduced schedule/modified service. Clients may still complete an online application by visiting doee.dc.gov/liheap. Utility providers have agreed to halt any disconnections during this time.
- Inspections – reduced schedule/modified service. DOEE will continue to inspect construction sites and commercial buildings to ensure ongoing compliance. DOEE will not be conducting any inspections or activities inside private homes. Coal Tar, Municipal Separate Stormwater System (MS4) and National Pollutant Elimination Discharge System (NPDES) inspections are on hold.
- Complaint Response – reduced schedule/modified service. Please continue to report complaints as you would during normal operations and DOEE will respond via phone or email. All Bag Bill and Foodservice ware tips received via 311 will be addressed when offices re-open.
- All eCycle Drop-off, Fix-It DC, and Overnight Meaningful Watershed Experience events – postponed until further notice. Find event updates and ticket availability in real-time at doee.eventbrite.com.

How does this impact our physical locations?

- The following DOEE locations are closed and will reopen at the end of the public health emergency.
 - DOEE main offices
 - Taylor Street and MLK Energy Centers
 - Aquatic Resources Education Center

What precautions are we taking to limit the spread of the coronavirus (COVID-19)?

Our employees are taking precautions to keep themselves healthy and limit the spread of infections like regularly washing their hands, cleaning facilities more frequently, and reducing close contact with each other and residents. Employees have been instructed to let their supervisor know immediately if they feel sick.

Where should you go if you have questions?

For questions about any of the services we provide and information on any future changes, please contact us at 202-535-2600 or doeecomms@dc.gov. For more information on the District of Columbia Government's response to coronavirus (COVID-19), please visit coronavirus.dc.gov.